

Report

for Oct 2021 – 1st MP

BFX – UA300

Date : 22-Oct-2021
Prepared by: Heng Ruan

21-Oct, ALT customer complain [BFX-UA300] Oct 2021 1st Mass production issue.

Overall inspection result => Fail (Waived, due to product launch schedule)

Defect Total:

- Critical

1. Booting fail * 1pcs - Defect rate : 0.13%
2. FFC defect*2pcs
3. Ferrite Core broken about 60%

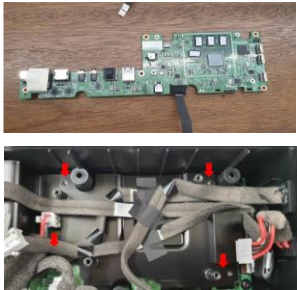
- Major

1. Inner sheet missing*1pcs
2. Side deco plate NG about 40%
3. Side deco plate Missing * 1pcs

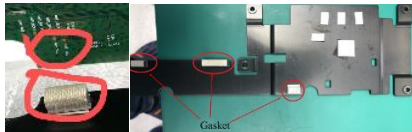
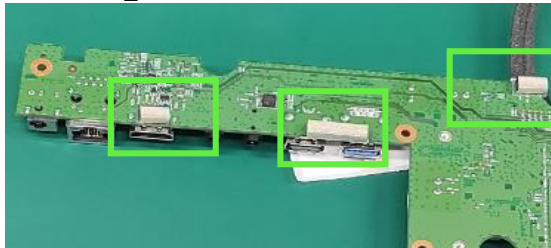
- Minor

1. Factory stuff inside the product * 3pcs
2. Side deco plate poor attachment about 60%
3. KC label attachment NG*2pcs

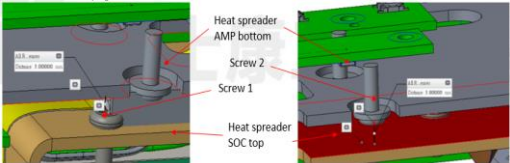
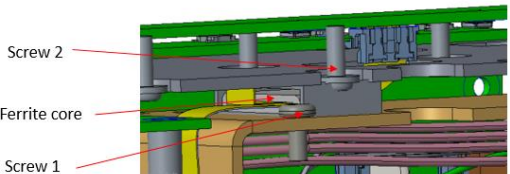
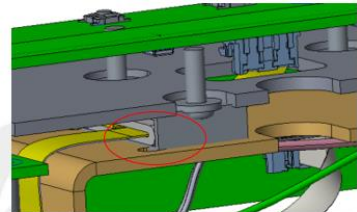
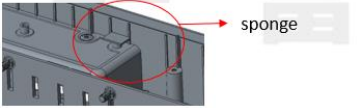
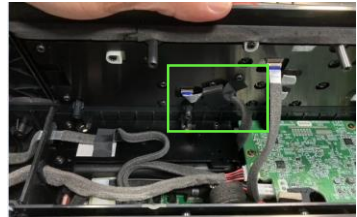
1. Booting fail & No Screw fastening inside

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Symptom: Booting fail * Type: Critical Defect unit Q'ty : 1pcs / 756pcs Defect rate : 0.13% SKB SN: 2149695001202109000160 	ALT initial review • Booting is fail It may HW defect • No boot after SPI booting and eMMC update directly. • Booting log : Link init cpupll 800MHz init mempll 2400MHz init 3GB DDR, lib version r63074 hw_init done custom table done asking BCM to load miniloader. bcm_load_next_img error!init cpupll 800MHz • Also, this SET is no screw fastening inside	- Waiting sample for further analysis	PE-Loc TE-Allan	TBD TBD	

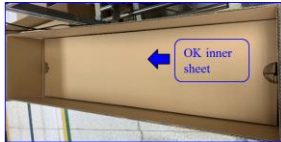
2. FFC cable defect - No turn on the LED, No button operation

Issue Description	Root Cause	Actions	Owner	Due Date	Status									
Symptom : No turn on the LED, No button operation Type: Critical Defect unit Q'ty : 2pcs / 756pcs Defect rate : 0.26%  <table border="1" data-bbox="23 770 289 891"><thead><tr><th>SN</th><th>MAC</th><th>Note</th></tr></thead><tbody><tr><td>214965001.202199000013</td><td>a893-4a7e-797f</td><td>Not turn on the LED</td></tr><tr><td>214965001.202199000010</td><td>a893-4a7e-797e</td><td>Not operation the Button</td></tr></tbody></table>	SN	MAC	Note	214965001.202199000013	a893-4a7e-797f	Not turn on the LED	214965001.202199000010	a893-4a7e-797e	Not operation the Button	1.Check production data of products detect two product was been rework cause gasket making AMP_SDA & GND short issue.  2. Check Log test , two product pass all test station => LED and Button function still working normal before shipping. Summary: - The issue could be happen when FFC cable folding and release when rework and vibrate of product during shipping time cause damage to cable wire.	1.Change gasket paste location to edge of PCBA to avoid AMP_SDA & GND short.  2. Change gasket marking on heat spreader to prevent AMP_SDA & GND short .	RD: Tom Lee	TBD	
SN	MAC	Note												
214965001.202199000013	a893-4a7e-797f	Not turn on the LED												
214965001.202199000010	a893-4a7e-797e	Not operation the Button												

3. Ferrite Core broken after assembly

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Symptom : Ferrite Core broken after assembly Type: Critical Defect unit Q'ty : Not counted Defect rate : about 60%  	1. The gap between Heat spreader AMP bottom and Heat spreader SOC top is 5mm, and the thickness of ferrite core plus sponge is 5mm. The screw1 and screw2 will interfere with sponge.  2. Ferrite core interferes only with screw2 After locking top cover and bottom cover 6 times, the ferrite core is still undamaged. 3. Interference between ferrite core and screw1 & screw2 4. After locking top cover and bottom cover, the ferrite core is damaged 	1. Remove the screw1 when using a short FFC cable, and paste a sponge(10*10*1mm) on the screw boss to avoid audible noise.   2. Lengthen FFC cable, and fix ferrite core on top cover with 3M tape to avoid screws conflict. 	RD: Jim Chen Sean Chiang	2 nd MP	

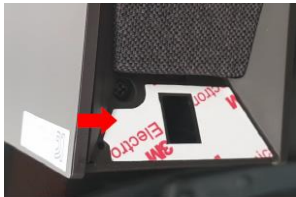
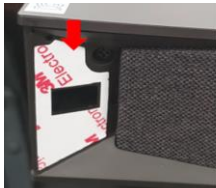
4. Inner sheet missing on the carton box

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Inner sheet missing on the carton box Type: Minor Defect unit Q'ty : 1pcs / 189 carton •Defect rate : 0.52% •Box No : SKBUA321100046 	1. in Packing CTN station, operator doing follow SOP define. But with defect carton, operator forgot put inner sheet into carton before close Carton Box. 2. After close and seal carton box there are only OBA station can check accessories inside but it's only random check with sample rate C=0, AQL=0.4.	1. Update NG picture to SOP for reminded OP at Packing station check inner sheet before close carton box.   2. Qualify inner sheet material for each pallet by 24pcs with each pallet in one time to prevent missing issue. 3. Increase OBA sample rate by C=0, AQL=0.25 4. Training OP by Quality alert customer high light inspection issue with K18 product.  Missing Inner Sheet Training	IE: Heng PQE: Bien	Done 22-Aug	

4. Side deco plate NG

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Side deco plate NG Type: Major Defect unit Q'ty : Not counted Defect rate : about 40% 	Waiting RD analysis and improved by next build.		RD: Jim Chen	TBD	

4. Side deco plate Missing

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Side deco plate Missing Type: Major Defect unit Q'ty : 1pcs / 756pcs Defect rate : 0.13% SN: 214965001202109000061 	1. At Paste rubber shore & decoration station adding OP forget remove release linear and paste deco plate onto product (SOP have define). 2. At VI station, OP no check carefully decoration before put product into gift box. 3. After close gift box there are only OBA station can check accessories inside but it's only random check with sample rate C=0, AQL=0.4.	1. Add Side Deco plate checking is a CTQ item in SOP of rubber shore & decoration adding and VI station.   NG OK 2. Increase OBA sample rate by C=0, AQL=0.25 3. Training all OP by Quality alert customer high light inspection issue with K18 product.  Missing Deco Plate Training	PQE: Bien IE: Hang PD: Van Anh	Done 22-Aug	

4. Factory stuff inside the product

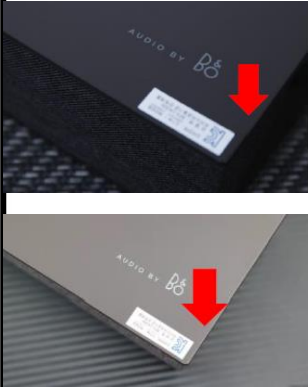
Issue Description	Root Cause	Actions	Owner	Due Date	Status
Factory stuff inside the product Type: Minor 1pcs / 756pcs SET temp label on the rear side 2pcs / 756pcs Defect rate : 0.39%  	1. At printer device label station , after scan MAC on draft label to purpose of device housing label printing, operator must remover draft label (just factory control and use for function test before links product with KSB SN). But operator was forget remover this label and take pass product to next station. 2. OP at Visual Inspection check cosmetic product was not defect and remove this label 3. OP did memo on RCU have remark “ RCU NG ” cause OP defect visual inspection RCU defect PE bag broken. So OP write remark for line leader know. But he put NG and OK accessory together in same box. In next shift OP doing at this station don't know and put this RCU normal user. 4. After close gift box there are only OBA station can check accessories inside but it's only random check with sample rate C=0, AQL=0.4.	1. Training all OP by Quality alert customer high light inspection issue with K18 product.  Factory Stuff Inside Training 2. Add an NG material area where all NG material must be put on after separate out of production line. 3. Increase OBA sample rate by C=0, AQL=0.25	PQE: Bien IE: Hang PD: Van Anh	Done 22-Aug	

4. Side deco plate poor attachment

Issue Description	Root Cause	Actions	Owner	Due Date	Status
Side deco plate poor attachment Type: Minor Defect unit Q'ty : Not counted Defect rate : about 40%	Co-work with RD for find out root cause and corrective action for next building.		RD: Jim Chen	TBD	



4. KC label attachment NG

Issue Description	Root Cause	Actions	Owner	Due Date	Status
KC label attachment NG Type: Minor Defect unit Q'ty : 2pcs / 756pcs Defect rate : 0.26% 	1. SOP define KC label adding method by using fixture but in this case, operator paste KC label manually without label fixture. 2. VI operator was not detect the defect before put product into foam bag	1. Add NG picture to SOP of PACKING and VI station,  2. SOP define KC label adding method must be 100% use label fixture. 3. Training all OP by Quality alert customer high light inspection issue with K18 product.  KC Label Wrong Training	PQE: Bien IE: Hang PD: Van Anh	Done 22-Aug	